Twenty-two threads, four beyond three weeks

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **A thread may wait because one is oneself waiting for an answer elsewhere** — from a supplier, an expert, a client. The agent does not conclude it was forgotten.

Waiting for	Threads	All opened?
5 to 10 days	**11**	**Yes**
10 to 21 days	**7**	**Yes**
More than 3 weeks	**4**	**Yes**

All were opened, which separates them from the 312 unopened: somebody read them and did not reply. That is a workload, not an oversight.

Who they are reported to

Recipient	Receives?	Why
Whoever opened the thread last	**Yes**	**They can act**
A manager	**No**	**It would produce empty replies sent to clear a counter**

The holding message proposed for the four oldest

"*Your request of [date] is in hand; I will come back to you before [date].*"

Element	Present?
The date of the request	**Yes — it is in the thread**
A date to come back by	**Only if somebody gave one**
An invented date	**Never**
Anything on the substance	**No**

It adds nothing on the substance and changes everything on the form: the sender stops wondering whether their message arrived.

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